

# Workplace Alaska

## Class Specification Ferry Terminal Manager I

**Created:**  
09/19/1997 by Rachel Wilson  
**Finalized on:**

**AKPAY Code:** P2150  
**Class Outline Cat:** A  
**Approved by:**

**Class Code:** PD0615  
**Class Range:** 15  
**Class Status:** Active

**Category:** Technical  
**Original Date:** 11/01/1971

**Class Title:** Ferry Terminal Manager I  
**Use MJR Form:** Standard

**Original Comments:**  
ORIGINAL

**Subsequent Revision Dates/Comments:**  
12/01/1973 – Revised; Title changed from Ferry Terminal Manager I. 06/01/1987 – Revised; MQs  
12/16/1987 – Revised; MQs  
08/16/1988 – Revised; DCs, KSAs, MQs  
05/01/2006 - Revised; Title changed from Ferry Services Manager II; Range change from 14  
09/25/2008 - Workplace AK spec revision: Added Census Job Code and AKPAY Code fields; Replaced Category field with Class Outline Category; Updated EEO4, SOC, and Class Code fields; Removed DOT field.

**Last Update:** **EEO4:** H **SOC:** 53-1031 **Census:** 08

**Last Update Comments:**

### Definition:

Ferry Terminal Managers I supervise, direct, coordinate, and perform work at an Alaska Marine Highway System ferry terminal where the volume and scheduling of vessel and passenger traffic is such that the manager is on duty for every ship call.

This is a supervisory class with substantial responsibility for the exercise of independent judgement in employing, disciplining, or adjudicating grievances of subordinates.

### Distinguishing Characteristics:

Ferry Terminal Managers supervise, direct, coordinate, and perform the duties required to operate a ferry terminal of the Alaska Marine Highway System (AMHS). Levels in this series are distinguished by the complexity of the management responsibilities and terminal operations, indicated by the staffing required for the terminal to serve the number of ship calls and volume of travelers.

Ferry Terminal Managers I supervise and direct the work of Ferry Terminal Assistants I, frequently performing the same work, in providing ticket sales and customer service to travelers, organizing and controlling embarking vehicles and passengers, taking required security measures, tying up vessels and operating the mechanical bridge, and maintaining the terminal facility. As the terminal supervisor incumbents are responsible for ensuring operations are conducted according to regulations and protocols, resolving customer problems or complaints, directing the terminal response to vessel emergencies, security concerns, or other unusual circumstances, and performing required administrative functions for the terminal and vessels served. Guidelines are clear and specific and apply to most situations. Incumbents have some latitude in determining how best to meet customer needs and desires, but must get approval before expending funds.

Ferry Terminal Manager I is distinguished from Ferry Terminal Assistants by the Ferry Terminal Manager I's responsibility for supervising and coordinating the work of Ferry Terminal Assistants I and managing a ferry terminal. Ferry Terminal Assistants are responsible for performing or leading the day-to-day activities required to make sales and reservations, tie up vessels and operate bridging equipment, conduct security screening, and control embarking and disembarking traffic.

Ferry Terminal Manager I is distinguished from Ferry Terminal Manager II by the Ferry Terminal Manager I's responsibility for supervising and coordinating the work of Ferry Terminal Assistants I and managing a terminal where the volume and scheduling of traffic is such that the manager is on duty for every ship call. Ferry Terminal Managers II are responsible for the overall supervision and coordination of a terminal with multiple shifts, including supervision of at least one Ferry Terminal Assistant II.

### Examples of Duties:

Customer Service

Direct and oversee staff providing travel planning assistance to customers and provide information on ferry routes, vessels, schedules and schedule changes, accommodations, ports of call, and visitor attractions.

Direct and oversee staff entering reservations into the computer system. Guide staff in calculating and collecting fees; issuing tickets; and making changes to reservations to accommodate changes in customer's itineraries.

Provide information on vessel arrival and departure times to staff and customers; designate vehicle, baggage, and passenger staging areas and secure areas; direct or perform security screening of baggage and vehicles.

Receive and investigate customer complaints; determine options for resolving issues; provide information on alternative methods to meet customer's goals; and implement resolutions that improve customer satisfaction.

#### Security

Direct and conduct security surveys of terminal grounds, parking and staging areas, buildings, docks, and catwalks. Identify, evaluate, and mitigate potential hazards and risks. Respond to security issues in accordance with facility security plan. Document security actions and notify AMHS management or other agencies when appropriate.

Coordinate security screening activities with vessel crew. Direct and conduct required security screening of vehicles, passengers, and baggage.

Review facility security plan; identify and recommend changes to improve security planning; design, plan, conduct, evaluate, and report on security drills and exercises.

#### Vessel Support

Contact vessel by radio prior to arrival at port to receive and provide information on vessel arrival and turnaround times; disembarking and embarking passengers and vehicles; and facility conditions and special vessel requirements.

Direct and assist in securing vessel mooring lines to dock or catwalk; operating mechanical bridge; and directing disembarking and embarking traffic.

#### Facility Management

Implement changes in terminal operations policies and procedures as directed; work with AMHS management and other terminal managers to review policies and operating procedures to identify and recommend changes to improve operations.

Direct and conduct maintenance surveys of terminal grounds, equipment, buildings, docks, and catwalks. Report items requiring major maintenance to AMHS management. Assign or conduct routine maintenance tasks required to keep facility and equipment in working order.

Represent the terminal and the ferry system to community or special interest groups. Provide information on system operations, regulations, and policies. Investigate issues of concern, determine options and most effective action, and recommend or report to AMHS management.

#### Supervision

Schedule subordinate staff as required to meet the needs of vessels calling at the port and travelers passing through the terminal.

Recruit for and hire new employees; train employees to perform assigned tasks; evaluate employee performance; recommend or implement disciplinary measures when required.

Review subordinates' timesheets for accuracy of reported hours worked; certify the accuracy of timesheets and forward for processing of payroll.

#### Administration

Direct or perform the scanning of tickets into the reservations system; complete sales reports; balance cash funds; and deposit monies into AMHS account.

Direct or perform inventories of stock and supplies; order replacements through department supply system; make purchases of required items locally when approved.

#### **Knowledge, Skills and Abilities:**

Some knowledge of travel regulations and required documentation.

Some knowledge of a travel reservations system, vessel departure and arrival times, fares, and vessel accommodations and services.

Some knowledge of travel and tourism, marketing, and sales.

Skill in communicating orally and in writing.

Skill in computer use including accessing data from various internal databases and the internet, gathering facts and entering data.

Ability to supervise, train, mentor, evaluate, and discipline subordinate staff.

Ability to perform physically demanding work in adverse weather conditions and potentially hazardous areas.

Ability to work effectively and tactfully with customers, identify issues, explain regulations and policies, evaluate alternatives, and resolve conflicts.

**Minimum Qualifications:**

High School diploma or GED

AND EITHER

Two years of experience assisting the general public in making travel plans and reservations and providing travelers with useful travel information, which included researching and maintaining information in a computerized reservations system.

OR

Two years of experience at a commercial dock which included tying and untying vessels, loading or unloading cargo, or assisting embarking or disembarking passengers; and which included extracting and entering information in a computerized manifest or lading system or similar system.

**Required Job Qualifications:**

**(The special note is to be used to explain any additional information an applicant might need in order to understand or answer questions about the minimum qualifications.)**

**Special Note:**

Positions in this job class require the physical ability to lift and carry heavy weights, work in inclement weather, and work on docks and catwalks above cold water.

**Minimum Qualification Questions:**

Do you have a High School diploma or GED?

AND

Do you have two years of experience assisting the general public in making travel plans and reservations and providing travelers with useful travel information, which included researching and maintaining information in a computerized reservations system?

**Or Substitution:**

Do you have a High School diploma or GED?

AND

Do you have two years of experience at a commercial dock which included tying and untying vessels, loading or unloading cargo, or assisting embarking or disembarking passengers; and which included extracting and entering information in a computerized manifest or lading system or similar system?